



Managing Matters

Emotional Intelligence

Course Objectives:

- Describe the importance of emotions and emotional intelligence to effective leadership
- Diagnose the negative consequences of unmanaged emotions and low emotional intelligence in leaders, individual contributors and teams.
- Increase your level of emotional intelligence in four areas:
 - Your emotional self-awareness
 - Your self-regulation
 - Your self-motivation
 - Your social awareness (empathy)
- Apply the principals of emotional intelligence to key leadership activities:
 - Building trusting relationships
 - Creating a culture that encourages openness and authenticity
 - Building unified teams

Course Content:

1. Introduction to Emotional Intelligence
2. Leading yourself in an Emotionally Intelligent way
3. Building relationships in an Emotionally Intelligent way
4. Building an Emotionally Intelligent team

Delivery Format:

- Mini-lecture
- Small group exercise
- Small and large group discussion
- Emotional Intelligence Appraisal